

## Managing Conflict (MGC)

### COURSE NUMBER    **FAA01286**

For information about this course, contact:  
FAA Program Manager: Shepherd Curl  
(386) 446-7132

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### DESCRIPTION AND LEARNING STRATEGY

Conflict occurs in all aspects of our lives. In many cases, the people involved in the conflict are unable to manage the situation effectively. Those who can successfully manage conflict in the workplace demonstrate unique interpersonal and communication skills. This workshop is designed to add to and strengthen those skills and support participants in becoming more effective.

The workshop begins by distinguishing between destructive and constructive conflict, and understanding the cycles of each and exploring the skills and behaviors of effectively managing conflict. Through discussion and skill practice situations, participants practice the associated competencies for managing conflict constructively.

### OBJECTIVES

At the conclusion of this workshop, participants will enhance the following skills:

- Analyze personal responses to conflict situations.
- Practice collaborating with others to manage conflict.
- Practice communicating constructively during conflict situations.

### RELATED COMPETENCIES

- Agility
- Building Teamwork and Cooperation
- Building a Model EEO Program
- Communication
- Interpersonal Relations and Influence
- Integrity and Honesty

### CLASS SIZE

20 participants

### LENGTH

4 hours

(Class times may vary)

### LOCATION

Customer site or  
FAA Center for  
Management and  
Executive Leadership  
Palm Coast, Florida

### UPCOMING DELIVERIES

This course is currently  
available only as a  
fee-for-service delivery.

### WHO SHOULD ATTEND

Employees responsible  
for managing conflict

### ENROLLMENT

To arrange a **fee-for-service delivery**,  
call Shep Curl at  
(386) 446-7132.

### PREREQUISITE

None

### PRECOURSE

None

### RELATED COURSES

Constructive Conflict  
Management  
([FAA01318](#))  
Managing Change  
([FAA01306](#))  
Systems Thinking  
([FAA01277](#))